

# Deaf and Hard of Hearing

# PY 2023-24

## AWARD LIST AND PROJECT SUMMARIES

## On October 20, 2023, $2.65 million of the Wagner Peyser’s 10 percent Governor's Discretionary funds were awarded to five organizations under the Deaf and Hard of Hearing (DHH) Program Year 2023-24 (PY 23-24) Solicitation for Proposals (SFP). The awardee and project summary are listed below. Funding decisions are final.

## Project List

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| **Applicant Name** | **County** | **Award** |
| Deaf Community Services of San Diego | San Diego and Imperial | $370,810.00 |
| Greater Los Angeles Agency on Deafness | Los Angeles, Orange, Riverside, and San Bernardino | $1,299,010.00 |
| NorCal Services for Deaf and Hard of Hearing | Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo, Yuba, Shasta, Sierra, Siskiyou, Sutter, Tehama, and Trinity | $345,000.00 |
| Deaf and Hard of Hearing Service Center | Fresno, Kings, Madera, Mariposa, Merced, Monterey, San Benito, and Tulare | $125,000.00 |
| Deaf Counseling, Advocacy and Referral Agency | Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Santa Cruz, and Sonoma | $510,180.00 |

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| Project Summaries |

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| **APPLICANT** | **Deaf Community Services of San Diego (DCS)**  2240 Cleveland Ave  National City, CA 91950 |
| **CONTACT** | Monique Ball  1-619-376-1697  [mball@dcsofsd.org](mailto:mball@dcsofsd.org) |
| **AWARD** | $370,810.00 |
| **COUNTIES TO BE SERVED** | San Diego and Imperial |
| **TARGETED PARTICIPANTS** | DHH Individuals |
| **KEY PARTNERS** | * Department of Rehabilitation (DOR) * Department of Social Services Deaf Access Program * San Diego County Behavioral Health |
| **PROJECT DESCRIPTION**  **OUTREACH PLAN FOR TARGETED POPULATIONS TO BE SERVED** | DCS’ partnership with the Employment Development Department (EDD) presents a transformative project aimed at fostering employment opportunities for the DHH community. Through comprehensive services spanning desk counseling, job search and application, readiness, development, and placement, this initiative will be hosted across two America’s Job Center of CaliforniaSM (AJCC) locations: the Metro Career Center in South Bay of San Diego and the North County Career Center in Oceanside.  With a rich history of providing employment support since 1988, complemented by social services dating back to 1984, DCS stands poised to empower DHH individuals. In addition, DCS strives to educate employers of the DHH population by providing Deaf Awareness Sensitivity trainings. DCS will provide a minimum of two staff members fluent in American Sign Language (ASL) at each site to ensure effective communication with AJCC clients.  In alignment with the established partnership with the EDD, DCS is dedicated to elevating employability within the Deaf and Hard of Hearing community. |
|  | The DCS-EDD outreach plan prioritizes effective engagement with the DHH community to maximize EDD service utilization through partnerships with Deaf/Hearing organizations, job fairs, online social media platforms, and Deaf community events, including partnerships with educational institutions to reach out to students and provide career guidance. DCS/EDD will disseminate information in accessible formats and ASL, highlighting tailored employment services. ASL workshops, informative videos, and dedicated counselors will also address specific needs, fostering inclusivity and empowerment in accessing EDD services. This multi-pronged approach will ensure that DHH individuals are informed about and empowered to utilize the valuable employment services offered by the EDD. |
| **PROPOSED OUTCOME** | The collaborative DCS-EDD program envisions remarkable outcomes through its tailored services and outreach to DHH individuals. Anticipated results include heightened employability for DHH individuals, which will be evidenced by increased job placements and successful job retention. Enhanced job readiness skills and interview techniques will empower participants, fostering their self-sufficiency and economic independence.  Through proactive outreach efforts, the program will expand its reach within the community, ensuring greater awareness of available services. This will lead to improved access to employment resources, thereby promoting economic independence. Ultimately, the initiative strives to dismantle barriers, enabling DHH persons to seamlessly integrate into the workforce and contribute meaningfully to the economy. |

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| **APPLICANT** | **Greater Los Angeles Agency on Deafness, Inc.**  2222 Laverna Avenue  Los Angeles, CA 90041 |
| **CONTACT** | Dr. Patricia Hughes  1-323-892-2205  [phughes@gladinc.org](mailto:phughes@gladinc.org) |
| **AWARD** | $1,299,010.00 |
| **COUNTIES TO BE SERVED** | Los Angeles, Orange, Riverside, and San Bernardino |
| **TARGETED PARTICIPANTS** | DHH Individuals |
| **KEY PARTNERS** | * DOR * Greater Los Angeles Agency on Deafness * Orange County Deaf Equal Access Foundation (OC-DEAF) * Center on Deafness-Inland Empire (CODIE) * Tri-County GLAD (Tri-County) * Bakersfield GLAD (B-GLAD) * LIFESIGNS, Inc. |
| **PROJECT DESCRIPTION** | GLAD and the EDD have successfully collaborated for 38 years to provide services in eight AJCC locations for deaf, hard-of-hearing, deafblind, and deaf disabled consumers of EDD services.  GLAD-EDD will provide DHH participants with culturally and linguistically competent recruitment and assessment, employment counseling, CalJOBSSM access, resume and interview preparation, and sign language interpreters for interviews, orientations, and other auxiliary services to enhance consumers’ employment potential. Post-placement follow-up and support activities include referrals to GLAD and collaborative agencies for advocacy and independent living skills. Staff will also assist DHH consumers while making initial unemployment insurance (UI) benefits claims.  For legal, personal, and sociocultural issues that may affect employability, GLAD-EDD will also refer consumers to GLAD, CODIE, OC-DEAF, Tri-County, and B-GLAD for supplemental support from advocates, including follow-up assistance with discrimination or UI claims.  GLAD-EDD will also work with local and regional employers and service providers, assisting with interpreters for interviews and orientations, sensitivity and awareness trainings, and technical assistance regarding workplace accessibility. For immediate and post-hire needs, GLAD-EDD will make referrals to agencies such as DOR, to ensure a seamless transition to the workplace for both employers and new hires. |
| **OUTREACH PLAN FOR TARGETED POPULATIONS TO BE SERVED** | GLAD-EDD will conduct outreach through its community partners and provide support to cross-enrolled consumers receiving DOR services. GLAD-EDD will also identify potential consumers through word-of-mouth referrals, referrals from CODIE, OC-DEAF, Tri-County GLAD, B-GLAD, DOR, and other social services, governmental, and community agencies. GLAD-EDD staffs booths at DHH community events, consumer trade shows, cultural gatherings, and other social and cultural venues frequented by potential enrollees. Online, GLAD, and GLAD-EDD will market services via a dedicated page on GLAD’s website and social media, including vlogs on GLAD’s website and YouTube. GLAD-EDD staff will also deliver presentations to local K-12 programs and colleges with a significant deaf student population, where recruitment opportunities exist. |
| **PROPOSED OUTCOME** | The goal for the project is long-term unsubsidized employment of DHH individuals. Outcomes that support and lead to this goal involve several stages through the life of an individual consumer case.    First, identification and recruitment of program participants through outreach; intake/assessment, including determining if clients are job ready or not; and providing referrals to DOR for additional personal, social, and vocational skills training for those that are not job ready. Next, supplemental training and support with job-search activities: identifying and applying for job leads, resume development and updates, and mock interviews to bolster employability. The final stage is provision of interpreters for interviews and orientations to achieve equal communication access and supporting job candidates through the final stages of the hiring process.  Outreach outcomes aimed at employers and service providers includes increasing community awareness of GLAD-EDD services through in-person contacts at job fairs, hiring events, on-site EDD events, cold call visits at offices and businesses, and collaborative efforts with partners such as DOR that have their own network of mutually beneficial contacts. Once initial introductions to employers and service provides have occurred, additional steps and outcomes include employer education about tax credits, legal obligations per the Americans with Disabilities Act (ADA), communication tips and resources, communication technology support, and information about deafness and cultural aspects of ASL and deaf culture. An additional objective is to develop a network and ongoing collaboration with employers and service providers that will strengthen the potential for improved consumer outcomes and the program goals. |

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| **APPLICANT** | **NorCal Services for Deaf and Hard of Hearing (NorCal)**  4044 N. Freeway Blvd.  Sacramento, CA 95834 |
| **CONTACT** | Sheri Farinha  1-916-349-7500  [sfarinha@norcalcenter.org](mailto:sfarinha@norcalcenter.org) |
| **AWARD** | $345,000.00 |
| **COUNTIES TO BE SERVED** | Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo, Yuba, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity |
| **TARGETED PARTICIPANTS** | DHH Individuals |
| **KEY PARTNERS** | * Sacramento Employment and Training Association (SETA) * Senior Community Services Employment Program (AARP SCSEP) * Alta Regional Center * DOR * Sierra Health Foundation |
| **PROJECT DESCRIPTION** | NorCal, through coordination with the EDD and two AJCC locations, will have one full-time employment specialist/coordinator and one full-time employment interpreter at the Mark Sanders AJCC and one full-time Employment Specialist/coordinator and one full-time employment interpreter at the Hillsdale AJCC who will provide comprehensive job development and placement services to DHH job seekers. Services include job counseling, job search training and assistance, employment placement, and follow up. Interpreting services and communication assistance are provided for program-related activities and for access to EDD or AJCC services. In addition, NorCal will have a part-time position focused on providing UI benefits information and assistance in ASL. Through a dedicated ASL video phone line, this position will handle questions about UI or the process and handle any issues filling out UI benefits claim forms. |
| **OUTREACH PLAN FOR TARGETED POPULATIONS TO BE SERVED** | All services including NorCal’s outreach services are fully accessible and provided in the preferred language or communication of the DHH community. NorCal provides outreach, recruitment, and community education activities using flyers and brochures, social media posts in ASL, exhibit booths at job fairs and Deaf community events, and workshops for DHH job seekers. NorCal will continue to host Career Day which draws DHH high school and community college students. Outreach to employers includes providing Deaf Awareness presentations, networking through business consortia, and participating in employer recruitment at local AJCCs. |
| **PROPOSED OUTCOMES** | The program goals are to recruit 100 new participants and achieve 60 placements, including obtained employment, for program participants. Outcomes to help accomplish NorCal’s goals include building long-term employer relations and continue outreaching to DHH consumers, including those who are working but want better employment. Outcomes helping participants’ progress to successful career pathways include obtaining employment with major employers, committing to working for the same employer for significant time and ensuring they have appropriate accommodations to perform their job duties. |

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| **APPLICANT** | **Deaf and Hard of Hearing Service Center**  5340 N. Fresno Street  Fresno, CA 93710 |
| **CONTACT** | Jesse Lewis  1-559-225-3323  [jessel@dhhsc.org](mailto:jessel@dhhsc.org) |
| **AWARD** | $125,000.00 |
| **COUNTIES TO BE SERVED** | Fresno, Kings, Madera, Mariposa, Merced, Monterey, San Benito, and Tulare |
| **TARGETED PARTICIPANTS** | DHH Individuals |
| **KEY PARTNERS** | * Clovis Unified School District (CUSD) * Fresno Unified School District (FUSD) * Fresno County Superintendent of Schools (FCSS) * Fresno City College (FCC) * Workforce Connection (WC) * America’s Job Center of California (AJCC) |
| **PROJECT DESCRIPTION** | DHHSC will provide comprehensive employment services for the DHH community, primarily for residents within the Fresno-Madera Combined Statistical Area (CSA). Services will be available to Deaf community members outside this CSA via videophone sessions, but in-person appointments can be arranged. This project consists of one employment specialist and one ASL interpreter. Services include intake, signing up for CalJOBS, job development and placement, follow-up services to boost retention, interpreting for job-related needs such as interviews and on-the-job training, desk counseling sessions, workshops, development of workplace skills, and Deaf Awareness Trainings provided to employers. Clients will also be educated about the full range of EDD services available at AJCC. |
| **OUTREACH PLAN FOR TARGETED POPULATIONS TO BE SERVED** | DHHSC has deep roots in the San Joaquin Valley DHH community, drawing Deaf, Hard of Hearing, Deaf Blind, Deaf Plus, and Late Deafened individuals to all four of its offices, with the headquarters in Fresno and outreach offices in Merced, Visalia, and Salinas. Their diverse events, both large and small, raise awareness about services, programs, and Deaf culture.  These activities also offer valuable skill-building volunteer opportunities, fostering traits crucial for employment readiness. Volunteers learn the importance of teamwork, communication, reliability, flexibility, following instructions and conflict resolution. These soft skills also translate into the workplace.  Information about DHHSC’s offerings is shared through the DHHSC website, Deaf Bee News, flyers, and participation in regional job and health fairs. EDD-funded staff actively engage in these events, promoting services, presenting at local schools with DHH programs, creating online content, collaborating with the local Rehabilitation Counselor for the Deaf, and co-hosting workshops with the RCD or DHHSC’s client services specialists. EDD-funded staff are also involved with DHHSC’s Deaf Awareness Week and other Deaf events to further highlight EDD services and network with the community to recruit potential clients.  Client services specialists engage with DHH students at local schools through the Youth Employment Services (YES!) by providing hands-on activities, information, and resources on career pathways, training programs, and colleges and universities with large DHH student populations. Through this program, the students are connected to DHHSC’s EDD-funded staff for services when they are ready to look for a job.  Through DHHSC’s Reaching Out and Communicating with our Kids (ROCK) program, client services specialists discuss employment with parents of DHH children early on, which instills a "Deaf Can" mindset. These client services specialists will further share about EDD resources and connect EDD-funded staff with the students at local schools with DHH programs.  DHHSC ensures that clients who could be served under either California Department of Social Services or the EDD will receive all the services they request or indicate a need for without duplication of effort. For example, DHHSC staff will refer a client needing document translation to the CDSS-funded staff and to their staff at the EDD office for employment services.  Clients needing supplemental support and resources from the DOR may be encouraged to also become a DOR consumer. If approved to become a DOR consumer, the DOR specialist and the EDD specialist will communicate regularly to streamline delivery of appropriate and consistent services. If beneficial, the DHHSC client may receive services from both DOR and EDD simultaneously, which will be carefully coordinated between staff of the two departments. |
| **PROPOSED OUTCOMES** | It is DHHSC’s goal that their employment specialists and ASL interpreter provide employment services to DHH individuals, and they will outreach through booths, schools, Deaf events, social media platforms, and health and job fairs. Once a client contacts them for services, they will work individually with them and focus on identifying areas of strengths and challenges to prepare them for jobs, including doing mock interviews.  DHHSC’s EDD employment specialist will prepare the job applicants for employment while DHHSC’s EDD ASL interpreter will provide communication access at interviews, orientations, and trainings. After placement, their EDD staff will check in with both the employers and Deaf employees and mediate, if necessary. They will also offer Deaf awareness training to employers and coworkers, and this often leads to other possible job placements once they feel more comfortable with the idea of hiring more DHH individuals.  Expected outcomes include:  **Communication Access**: They will provide communication access for DHH individuals seeking to use EDD services, including ASL interpreters and visual communication methods.  **Language and Literacy Support**: They will address language and literacy challenges among D/HH individuals to facilitate tasks, such as using CalJOBSSM, creating resumes, applying for jobs, and participating in interviews.  **ASL Interpreters**: They will emphasize the importance of providing ASL interpreters during workshops, training sessions, meetings, and interviews to provide effective communication.  **Employment Challenges**: They will overcome barriers related to auditory processing, ensuring equal work environments, and addressing challenges faced by Late Deafened individuals.  **Soft Skills and Education**: They will provide support for acquiring necessary degrees or certificates, teaching soft skills directly to DHH individuals, and addressing challenges related to English class requirements.  **Support for Families and Youth**: They will educate families about the importance of communication access from the outset and providing YES! in the local schools with DHH programs to foster soft skills and career awareness.  **Outreach and Awareness**: They will use various platforms and events to raise awareness about employment services available for the DHH community.  **Mediation and Communication**: They will address employer concerns regarding interpreting costs, clarify interpreter usage, discuss different communication methods, share about reasonable accommodations, and encourage communication with EDD-funded staff to mediate issues.  DHHSC’s close collaboration between client services specialists and EDD staff is transforming our community's outlook on employment, particularly for DHH youth. This shift is reinforced by programs like YES! and ROCK, which foster an "employment culture" over an "SSI culture." DHHSC starts early, involving families, to promote independence and financial stability. Their client services specialists EDD staff engage clients from the outset, providing ongoing support even after job placement. They do regular check-ins to gauge progress and address workplace concerns. They urge clients to consult them before quitting so they can facilitate mediation with employers for lasting solutions. The goal of DHHSC is sustained employment, career growth, and increased wages. Positive employer relations expand DHH representation in the workforce. |

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| **APPLICANT** | **Deaf Counseling, Advocacy and Referral Agency (DCARA)**  14895 E 14th St. Suite 200  San Leandro, CA 94578 |
| **CONTACT** | Michelle Camara  1-510-564-9316  [michelle.camara@dcara.org](mailto:michelle.camara@dcara.org) |
| **AWARD** | $510,180.00 |
| **COUNTIES TO BE SERVED** | Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Santa Cruz, and Sonoma Counties. |
| **TARGETED PARTICIPANTS** | Deaf and Hard of Hearing Individuals |
| **KEY PARTNERS** | * Bay Area Coalition of Employment Development * California School for the Deaf, Open House and Work Readiness Program * Deaf Services Network * Fremont Resource Center * Ohlone Deaf Program * People with Disabilities Foundation * San Francisco Public Library * San Francisco Mayor’s Committee on the Employer of People with Disabilities * Toolworks * Work2Future * Tri-Cities Career Center * Deaf Plus Adult Community (DPAC) * Regional Center of East Bay (RCEB) * PRIDE Industries * City College of San Francisco * Interpreters Preparation Program * Goodwill Industries * Pittsburg Adult Education Center (PAEC) * San Jose State University Career Center (SJSU) * Deaf Community Counseling Services (DCCS) * Internally DCARA's Employment Services Department's partners include the Advocacy Services Department and the Youth and Family Services Department. |
| **PROJECT DESCRIPTION** | The foundation of DCARA’s Employment Services is the ability to provide individualized communication access and direct service provision to clients. DCARA's Employment Services are barrier free. They are provided in ASL as well as other communication preferences a client may request such as oral (lip-reading) interpreting, or tactile signing (a communication mode many Deaf-blind people use). DCARA provides the required services including communication services for all preparatory, job placement, and follow-up activities; advocacy to assure DHH individuals receive equal access to public and private employment services; job development and placement services; employment/peer counseling, follow-up counseling and problem solving after placement. To date, DCARA's Employment Services Department staff have served 153 clients July 2022 through June 2023. Of these clients, 56 received job development, 3 clients were placed, 10 clients retained their job with support services, and 9 clients obtained employment after receiving job readiness and support services. 6 Deaf Awareness Trainings to employers were provided, 153 clients received job search training, and 56 job development contacts were made. DCARA staff documented 176 desk counseling sessions and 90 employee interpreting services.  DCARA’s Employment Services for individual includes:   * Individual Career Employment Assessment Plan (ICEP * Document Translation * Interpreting and Communication assistance * Benefits Program Online - myEDD * Desk Counseling * Job Development   DCARA's Employment Services include a myriad of specialized and accessible services including:   * Awareness training * Conflict Resolution Assistance * Progress follow-up after 30 days of employment * Deaf Sensitivity Training to increase employers understanding of the role of interpreters and how to properly use them * Deaf Culture Awareness |
| **OUTREACH PLAN FOR TARGETED POPULATIONS TO BE SERVED** | DCARA utilizes social media and written word, as well online and in-person workshops and workshops for outreach and recruitment. DCARA has an informational postcard outlining Employment Services available to all DCARA clients. This postcard is shared online, at each of DCARA's offices, and at each in-person event or appointment.  DCARA’s Employment Services outreach and recruitment methods for identifying and contacting DHH clients reflect the program’s Deaf-centered approach. As a community-based agency DCARA is well known as a resource for community members to gain assistance in seeking, obtaining, and retaining employment.  With over 60 years of service in the community, DCARA has developed many working relationships with other service providers that refer clients to DCARA programs and services including the DOR, local school programs, California School for the Deaf in Fremont, Ohlone College, and other state and local government programs. DCARA’s staff outreach to Deaf organizations, attend Deaf community events, and make presentations to employers to ensure that DCARA's employment services are well known.  DCARA’s proven track record of services to the community creates referrals through hand of sign; by community members of their family, friends, peers, colleagues, and students to DCARA services. DCARA’s Advocacy Services Department and Youth and Family Services Program also connect clients with DCARA/EDD services. For example, a workshop on EDD Partnership and Resources was coordinated by both ES and Advocacy Services staff. |
| **EXPECTED OUTCOMES** | Once the client has completed the agency intake form, DCARA's staff work alongside the client on how to use CalJOBSSM, create a CalJOBSSM resume, and connect with employers through CalJOBSSM. Staff discuss with the client current job search trends, ONETOnline, conduct interview-based job search, and tapping into the “hidden job market.” Throughout the process, DCARA's staff continuously engages in in-depth discussions to ensure that the client’s expectations of their job search are realistic and equivalent to the client’s experience, qualifications, and education.  Clients who are assessed as job ready, work with DCARA’s employment specialists for job development and placement work to ensure they have a basic understanding and use of math, English, and computer skills; know how to utilize job search resources at EDD’s AJCCs; can complete applications online or in writing; have attended job fairs, learned self-advocacy skills, and can successfully communicate at their place of employment.  Approximately 75% of DCARA's DHH clients are deemed not job ready. This translates to 75% not possessing the requisite literacy skills, computer skills, job experience, interpersonal skills, or communication skills. In this scenario DCARA's staff will provide specialized services and support each client in learning requisite skills necessary to step into the workforce. Training includes assessment of skills and interests, preparing for job interviews, individualized career development training, functional capabilities to achieve and maintain positive employment outcomes, and basic computer skills such as web job searching, online applications, and electronic resumes. |